

POSITION DESCRIPTION



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POSITION TITLE & NUMBER:	Team Leader Rates & Revenue (#931)
EMPLOYMENT STATUS:	Full time, Temporary
CLASSIFICATION:	Band 7
FULL TIME STARTING SALARY:	\$99,276 plus superannuation
UNIT:	Financial Strategy

APPLICATION GUIDELINES

Please submit a cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume.

THE CITY

Greater Bendigo celebrates our diverse community. We are welcoming, sustainable and prosperous. Walking hand-in-hand with the traditional custodians of this land. Building on our rich heritage for a bright and happy future. The City works in partnership with our community to move toward this vision and deliver the Greater Bendigo Council Plan (Mir wimbul).

We are a values driven Organisation and committed to embracing diversity, flexibility and supporting employee training and development. The City provides a safe, inclusive and team orientated work place where people perform at their best. Further information is found at the [City of Greater Bendigo website](#)

THE UNIT

The Financial Strategy Unit is responsible for ensuring professional stewardship over the City's finances – leading financial sustainability. The unit achieves this through long term financial planning; strategic asset and project management; revenue collection and financial reporting. The unit strives to improve systems which support service delivery and capital management, ensuring the financial sustainability of the organisation.

POSITION OBJECTIVE

- Lead rates administration staff in the provision of accurate, efficient, timely and effective services.

KEY RESPONSIBILITIES AND DUTIES

- Provide support and direction to Rates staff, in undertaking daily tasks and the provision of timely, high quality, customer focused services-
- Assist the Senior Coordinator of Rates & Revenue to implement improved work practices and undertake duties as directed.
- Assist with the development and implementation of continuous improvement strategies, including systems improvements and administrative process improvements, to enhance service quality and efficiency-
- Ensure completion of the City's monthly revenue reporting requirements and correspondence.
- Ensure that all administrative requirements relating to rates are completed, recorded, and filed.
- Identify, coordinate, and ensure completion of all required financial transactions.
- Perform regular audits and ensure the maintenance of the Name and Address Register.
- Ensure the provision of timely and accurate advice to internal and external customers in relation to rates and property records enquiries, referring to or escalating issues as appropriate.
- Contribute to the development and improvement of Policies and Procedures.

Our Values & Behaviours



SKILLS AND ATTRIBUTES

Technical/specialist skills:	Leadership, staff development, attention to detail, financial management
Personal attributes:	Communication, motivating, encouraging, innovative, time management

ORGANISATIONAL RELATIONSHIPS

Reports to:	Senior Coordinator Rates
Supervises:	Administration Officers
Internal Liaisons:	Financial Strategy staff members, CEO, Directors, Unit Managers and other City employees
External Liaisons:	Residents, ratepayers, State Revenue Office, solicitors, other councils, debt collection agency, stationery printers, Bendigo Bank, Electoral Office, real estate agents, finance companies, private valuers, Australia Post and payment agencies

ADDITIONAL INFORMATION

- A satisfactory Police Record Check and evidence of any required vaccinations is required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation, and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.

QUALIFICATIONS

- Degree or Diploma qualification with several years of subsequent relevant experience in accounting and/or rates and administration, or higher formal qualifications either in rates, accounting or in Management together with experience, or lesser formal qualifications with extensive relevant experience.

KEY SELECTION CRITERIA

- Demonstrated Team Leadership experience in a financial services environment, with the ability to manage time, set priorities and plan activities to achieve team objectives in the most efficient way possible.
- Ability to prepare and present high quality written and verbal reports to a variety of audiences.
- Ability to contribute to the development and support implementation of organisational policy and procedure.
- A demonstrated history of developing and implementing continuous improvements with systems and streamlining of administrative processes.
- A strong customer service focus and ability to interact and consult with managers, staff, contractors, and volunteers in a team environment.
- High level administrative and financial management skills.

BAND 7 CLASSIFICATION DESCRIPTORS

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Responsible for resource management, the freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- Responsible for providing specialist advice and to regulate clients, the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.
- Input into policy development and formulation within the area of expertise, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

JUDGEMENT & DECISION MAKING:

- The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. Ability to problem solve using the application of these established techniques to new situations and ability to recognise when these established techniques are not appropriate.
- Requirement to identify and analysis an unspecified range of options before a recommendation can be made into policy formulation.
- Guidance is not always available within the organisation.

SPECIALIST SKILLS & KNOWLEDGE:

- Require proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.
- Analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- An understanding of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.

MANAGEMENT SKILLS:

- Supervise and provide guidance and support to staff.
- Skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes.
- Contribute to the development and implementation of long term staffing strategies.

INTERPERSONAL SKILLS:

- Ability to demonstrate, display and promote the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- High level written and oral communication skills.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems and with other City employees to resolve intra-organisational problems.
- Ability and commitment to maintain confidentiality at all times.